SEP 11 1981

ANALYSIS OF PUBLIC COMMENTS AND RANKING OF EVALUATION FACTORS

HAMILTON-WENTWORTH RAPID TRANSIT PROJECT

Prepared by: Connor Development Services Limited

For Submission By: Metro Canada

To: The Regional Municipality of Hamilton-Wentworth

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MCL Report HW-1-9.8
Part of Task 4.5
March 12, 1981

004756

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March 12, 1981

Mr. M.M. Ross
Project Co-Ordinator
Rapid Transit Project
100 Main Street East
Hamilton, Ontario
L8N 3V9

Dear Mr. Ross:

Subject: Report HW-1-9.8
Analysis of Public Comments and Ranking of Evaluation Factors

We are pleased to submit final Report HW-1-9.8, Analysis of Public Comments and Ranking of Evaluation Factors. This report is submitted in accordance with the requirements described in Task 4.5 (Sub-section 4.5 of Schedule A to the UTDC - Region Pre-Implementation Program Contract). This report has been prepared under Metro Canada direction by Connor Development Services Limited. You have previously been provided with an early draft of this report, and Metro Canada has reported the major findings of the analysis contained in this report to the February 17, 1981 Technical Committee meeting. In addition, the Open House results you passed to the Steering Committee in February are drawn from this report.

Metro Canada has used the data in this report in its evaluation of the feasible alignment segments, and the recommendations presented to the Technical Committee on February 17, 1981 reflect the public inputs received up to that point. As you are aware, the public participation program and the feed back received from the public, such as that contained in this report, will form a critical element of the application for project approval to be prepared for submission to the Ministry of the Environment.

We have enclosed with this letter one bound copy for your use, and one unbound copy suitable for reproduction.

Very truly yours,

P.J. McCann
Project Manager

PJM:jp
cc: C.T.C. Armstrong

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EXECUTIVE SUMMARY

1. Considerable support has been shown for the rapid transit project. Sixty-nine percent of all respondents said they support rapid transit for the Region.

2. A total of 518 citizens attended the three Open Houses; of these, 186 filled out exit forms. One hundred and thirty-nine newspaper coupons were returned from the display advertisement. Little overlap was found between exit forms and coupons, therefore, it may be estimated that approximately 657 citizens participated in this phase of the study through attendance at Open Houses or by returning newspaper coupons.

3. Citizens from the Corridor/Mountain area formed the largest, single group (35%) of which 45% support the project, 31% are opposed and 24% are undecided.

4. Citizens who responded chose Quality of Service as the most important factor in selecting a final alignment. It ranked first overall, with 77% of all respondents rating it as high in importance.

5. Overall responses indicated that Natural Environment and Traffic Movement ranked second and third respectively while Regional Growth ranked last.

INTRODUCTION

This report presents an analysis of the public response to the evaluation factors being used to assess possible rapid transit alignments. It is based on citizen responses received through coupons; returned from the display advertisement which appeared in the January 21, 1981 issues of the Hamilton Spectator; and from exit forms filled out at Open Houses held on January 26, 27 and 28. The coupon and exit form were identical and copies can be found in Appendices 1 and 2.

Citizen response was also obtained from comments written in by citizens on the coupons and exit forms; from letters accompanying coupons; and from staff record forms used at the Open Houses to record salient points following discussions with citizens.

This report begins with a brief outline of the methods used in soliciting public response and analyzing the results, and a presentation of the results. A brief discussion of the results is followed by concluding statements. Detailed material is supplied in the appendices.

METHODOLOGY

Analysis

Public response to the evaluation factors to be used in selecting an alignment for the rapid transit system was requested through three means; One was by way of a coupon which appeared as part of a display advertisement which appeared in the Hamilton Spectator on January 21, 1981. The second was through an Exit Form in the same format as the coupon which was completed by citizens visiting the Open Houses on January 26, 27, 28, 1981. The third was through face-to-face discussions with staff at the Open Houses after which staff recorded details of the discussion on Staff Record Forms.

The public response was analyzed to allow the following results:

(i) how each of the Study areas rated the factors,

(ii) taking one factor at a time, how all areas rated each factor,

(iii) how all citizens who responded rated the factors,

(iv) level of support shown for the rapid transit project in each area,

(v) the level of support indicated by all citizens who responded,

(vi) a content analysis of comments written in on coupons, exit forms, letters and on the Staff Record Forms was carried out to analyze general response.

Evaluation Factors

Citizens were asked to review a set of evaluative factors which were established by the projects' study team and to decide how important each factor was in choosing a final alignment. Citizens were asked to indicate a level of importance (high, medium or low) for each factor. The factors are listed below with the explanation for each as they appeared both in the newspaper coupon and exit form at the Open House.

Quality of Service: make it as accessible as possible, e.g. convenience of transfer to and from bus system, convenient pedestrian access and reduced travel time.

Traffic Movement: maintain the capacity of the road system, e.g. minimize removal of lanes both during construction and when the system is completed.

Flexibility: ease with which the system can be built in stages.

Natural Environment: have the least effect on the soil stability and vegetation of the area, especially on the Escarpment.

Appearance and Views: preserve the existing views, to, from and on the Escarpment.

Visual Integration: ensure that the system is designed to complement the existing streetscape.

Property: have the least loss of land along the alignment and at station locations.

Regional Government: assist the Region to achieve its future land use plans.

Cost: minimize the cost for the rapid transit construction and minimize the Cost of operation of the total transit system.

Level of Support

Some indication of the public's support for the rapid transit project was sought. On both the newspaper coupon and Open House exit form, citizens were requested to indicate how they felt about the project and to check one of the following:

I support it
I am undecided
I am opposed

Study Areas

The following map (Figure 1) indicates areas A to H which were used to identify the geographic distribution of the respondents. The areas are:

A - Corridor/Downtown
B - Corridor/Mountain
C - Adjacent/Downtown
D - Adjacent/Mountain
E - Other Lower City
F - Other Mountain
G - Other Region
H - Outside Region

Response Overlap

A comparison of coupons and exit forms lends assurance that there is little overlap in responses and supports the assumption that each response represents one citizen's views. For example, an analysis of the names and handwriting reveals that in the Corridor/Downtown area, which returned 11 coupons and 16 exit forms, two persons replied to both, giving an inflation rate of 2 out of 27. In the Adjacent/Downtown area, which returned 6 coupons and 13 exit forms, there is no overlap. The Adjacent/Mountain area shows only one duplication from 15 coupons and 10 exit forms. The inflation factor does not appear to be a major concern in interpreting the results.

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a CORRIDOR/DOWNTOWN
b CORRIDOR/MOUNTAIN
c ADJACENT/DOWNTOWN
d ADJACENT/MOUNTAIN
e OTHER/LOWER CITY
f OTHER/MOUNTAIN
g OTHER REGIONAL MUNICIPALITY BY NAME
h OUTSIDE REGION

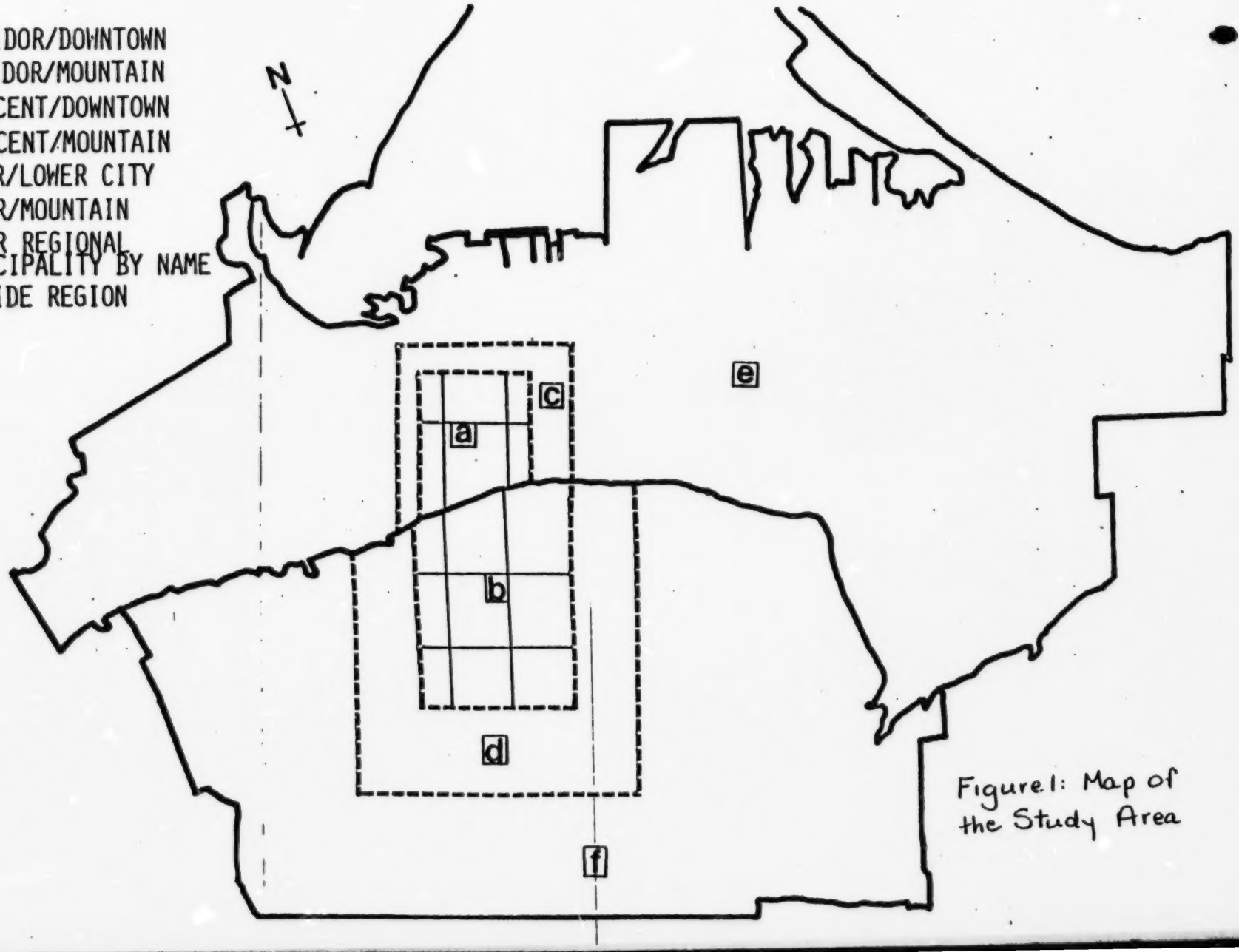


Figure 1: Map of the Study Area

RESULTS

OVERVIEW

Returns

As shown in Table 1, a total of 325 returns were received from interested citizens. Of these, 139 were coupons clipped from the display advertisement in the January 21, 1981 issue of the Hamilton Spectator (see Appendix 1). A further 186 responses were in the form of Open House Exit Forms filled out by citizens at the Open Houses held January 26, 27 and 28, 1981 (see Appendix 2). Included are 30 late arriving coupons which arrived following the initial cut off date of January 29, 1981. Eleven responses were not useable, therefore, a total of 314 returns were used for this analysis.

TABLE 1

TOTAL RESPONSES

SOURCE	USEABLE	SPOILED	TOTAL (N)	PERCENT (%)
Newspaper Coupons	136	3	139	43
Open House Exit Forms	178	8	186	57
TOTAL	314	11	325	100

Table 2 illustrates the rate of return of the newspaper coupons. The low rate of return is likely the result of the relatively low profile of the project in the Region, and the delayed formation of the Community Advisory Committee. Had the Committee been established as originally scheduled, there would have been time for Committee members to relay information about the project to their organization's membership and thus to stimulate interest in the project.

Table 3 summarizes activities at the three Open Houses. A total of 518 people attended, with over half attending the Open House held at the new Library.

Citizens were requested to fill out the exit forms before they left. Some reasons for the fact that only 36% of citizens completed exit forms could be:

* where people come in couples, only one may have filled out the form,

* some people came in, studied the information and left, obviously wanting information but not at this time wanting to talk to staff or write down their opinions,

TABLE 2

NEWSPAPER COUPONS BY DATE

DATE	TOTAL (N)	PERCENT * (%)
January 22	2	1
23	25	18
26	43	31
27	23	17
28	7	5
29	9	7
30	11	8
February 2	9	7
3	2	1
4	1	1
5	3	2
9	1	1
10	1	1
13	2	1
TOTAL	139	100

* Figures rounded, may not add to 100

TABLE 3

OPEN HOUSE ATTENDANCE AND RESPONSES

DATE	ATTENDANCE		EXIT FORMS[1]		STAFF RECORDS[2]	
	N	%	N	%	N	%
January 26	133	26	51	27	47	38
January 27	288	56	89	48	60	48
January 28	97	19	46	25	18	14
TOTAL	518	100	186	100	125	100

1. Exit forms were filled out by citizens at Open Houses
2. Staff noted discussion points on Record Forms at Open Houses.

* some said they had already filled in a newspaper coupon and did not want to fill in a second one.

At future Open Houses we will endeavour to increase the exit form return.

Staff Open House Record Forms which recorded comments made during discussions between staff and citizens at the Open Houses are discussed later in this section.

Two of every three responses received came from citizens who attended an Open House; the remainder were mailed-in coupons. Citizens who visited Open Houses had the opportunity to become more informed through studying the available information and discussions with staff, and then to express their opinions through the exit forms.

Response by Area

The largest representation of opinion came from the B: Corridor/Mountain area; 110 citizens (35%) responded to the request for their opinions. Almost half (44%) of respondents came from areas A and B: the corridor areas on the Mountain and in the Lower City. The second largest representation of opinion came from areas E: Other Lower City (16%) and F: Other Mountain (14%). Representation from areas adjacent to the corridor (C, D) accounted for 15%. As shown in Table 4, 10% of all responses came from outside the City of Hamilton; of these, 7% came from other parts of the Region.

TABLE 4

TOTAL RESPONSES BY AREA

(Percentage Distribution*)

AREA	SOURCE (%)		TOTAL RESPONSES	
	Newspaper	Open House	N	%
A. Corridor/Downtown	43	57	28	9
B. Corridor/Mountain	34	66	110	35
C. Adjacent/Downtown	35	65	20	6
D. Adjacent/Mountain	64	36	28	9
E. Other Lower City	41	59	51	16
F. Other Mountain	51	49	45	14
G. Other Region	71	29	21	7
H. Outside Region	29	71	7	2
Unidentified	25	75	4	1
TOTAL REPONSES (N)	136	178	314	100
PERCENT RESPONSES	43	57	100	

*Figures rounded, may not add to 100

Affiliations

On both the coupon and the exit form, citizens were asked if they belonged to an organization interested in the project. While some are not community organizations as such, e.g. Stelco, High School, all entries, as recorded by citizens, are included to reflect citizens' intentions to indicate their affiliations. The following entries were made by citizens:

Sports Hamilton
Clear Hamilton of Pollution (C.H.O.P.)
Hamilton Naturalists
Amalgamated Transit Union
Upper James St. Residents
Via Rail Advisory Council (Ontario)
Hamilton Board of Education
Mt. Hamilton United Church Mens' Club
Sheridan College School of Applied Arts - Transportation Planning
Bell Canada
High School (Urban Geography Teacher)
City of Hamilton
Hamilton East Provincial Liberals
Dofasco
Berrisfield Community Council
Stelco
Hamilton-Wentworth Planning Dept.
Imperial Electric Company

Open House Staff Record Forms

Resource staff present at the three Open Houses were requested to fill out Open House Record Forms following discussions with citizens to give some indication of the citizens' views. A total of 125 Record Forms were filled out (January 26 - 47, January 27 - 60, January 28 - 18). Table 3 summarizes attendance, Exit Forms and Staff Records for all three Open Houses.

An examination of the Record Forms suggests that very often one Record Form reflects a discussion with several people at once. The overall observation is that citizens generally support the proposed Transit System although many have specific concerns and reservations. At times, the number of citizens wanting to discuss the proposal meant that staff did not have time to complete a Record Form between discussions.

Citizens wanted information about all aspects of the system and their concerns included: disruption to residential neighbourhoods, the visual impact of the system, noise, effect on property values, expropriation and appearance and views. Citizens were questionning the north/south route, feeling it should serve the industrial area. Appendix 3 summarizes the comments, questions, concerns and suggestions recorded by staff.

Over half (50%) of those whose comments were recorded lived on the Mountain, one-fifth (22%) lived in the Lower City, and the remainder's residences were either unidentified or outside Hamilton.

Where the Record Form indicated, 42% were in favour, 3% were against; 55% of the Forms did not indicate a position of support or opposition.

The staff were attentive to citizens, well-informed and helpful, remaining calm and interested at all times.

SUPPORT FOR RAPID TRANSIT

Table 5 illustrates the level of support indicated by citizens who responded to the coupon and exit form. Recalling that 90% of responses are from the City of Hamilton, and of these, 44% are from the rapid transit corridor, it can be seen that 69% of citizens who responded support the proposed rapid transit system as proposed by the Regional Municipality of Hamilton-Wentworth. Of the remainder, 16% are opposed, 14% are reserving judgement (undecided) and 1% did not reply.

TABLE 5

LEVEL OF SUPPORT BY RESPONSE

(Percentage Distribution)

SOURCE OF RESPONSE	LEVEL OF SUPPORT (%)				TOTAL RESPONSE	
	Support	Undecided	Opposed	No Response	N	%
Newspaper Coupons	68	11	20	1	136	100
Open House Exit Forms	71	16	13	0	178	100
TOTAL RESPONSE	218	43	51	2	314	
PERCENT RESPONSE	69	14	16	1	100	-

As shown in Table 6, the lowest level of support arises from the B: Corridor/Mountain Area; 45% support the project, 24% are undecided, 31% are opposed and 1% did not reply. Highest levels of support came from Area C: Adjacent/Downtown, and from outside the Region (H). People beyond the corridor and areas adjacent to it, that is, Areas E and F (Other Lower City, Other Mountain), showed very high levels of support, 82% and 91% respectively. The Corridor./Downtown (Area A) and Other Region (Area G) showed levels of support of 75% and 71% respectively.

Those in Area D: Adjacent/Mountain, while the second lowest in support, still recorded 68% in support of the project.

Areas showing the greatest level of indecision are Area B: Corridor/Mountain, (24%); Area G, Other Region (24%) and Area A: Corridor/Downtown (18%).

The greatest level of opposition came from Area B: Corridor/Mountain (31%) and Area D: Adjacent/Mountain (25%).

TABLE 6

LEVEL OF SUPPORT BY AREA

(Percentage Distribution*)

AREA	LEVEL OF SUPPORT (%)				TOTAL RESPONSES	
	Support	Undecided	Opposed	No Response	N	%
A. Corridor/Downtown	75	18	7	0	28	9
B. Corridor/Mountain	45	24	31	1	110	35
C. Adjacent/Downtown	100	0	0	0	20	6
D. Adjacent/Mountain	68	4	25	4	28	9
E. Other Lower City	82	10	8	0	51	16
F. Other Mountain	91	2	7	0	45	14
G. Other Region	71	24	5	0	21	7
H. Outside Region	100	0	0	0	7	2
Unidentified	100	0	0	0	4	1
TOTAL RESPONSES (N)	218	43	51	2	314	100
PERCENT RESPONSES	69	14	16	1	100	

*Figures rounded, may not add to 100.

PUBLIC RESPONSE TO EVALUATION FACTORS

Citizens were invited to rate nine evaluation factors in order to indicate their level of importance in selecting a final alignment for the rapid transit system and to assist the study team in their planning.

Considering all factors rated by all respondents, Quality of Service far out-ranked all other factors. When selecting a final alignment, citizens have said that the Quality of Service should be the most important factor. The second most important factor, according to the citizens who responded, is the preservation of the Natural Environment. Factors ranked third to eighth in importance were ranked closely together: these are Traffic Movement, Appearance and Views, Cost, Visual Integration, Property and Flexibility. Regional Growth ranked last. Citizens ranked four factors as being more important than cost in selecting a final alignment.

In summary, Quality of Service and protection of the Natural Environment were named as the most important factors to be considered in selecting a final alignment. Citizens indicated that Cost was less important than four other factors in selecting a final alignment, and ranked Flexibility and Regional Growth as the two least important factors.

While Property ranked seventh, it must be noted that it ranked very high in the Corridor/Mountain (Area B) where 69% of respondents rated it as high in importance. Those less concerned about property loss, that is, those who live in residential areas away from possible alignments showed less concern about this factor.

TABLE 7

LEVEL OF IMPORTANCE OF EACH EVALUATION FACTOR (ALL RESPONSES)

(Percentage Distribution*, Index**, Rank)

FACTOR	LEVEL OF IMPORTANCE (%)				INDEX	RANK
	High	Med.	Low	No Response		
Quality of Service	77	9	2	12	791	1
Natural Environment	57	22	7	14	699	2
Traffic Movement	51	28	9	12	686	3
Appearance and Views	51	27	8	14	676	4
Cost	50	29	9	13	675	5
Visual Integration	47	30	9	14	659	6
Property	43	31	16	11	649	7
Flexibility	42	35	8	15	640	8
Regional Growth	34	33	15	18	575	9

* Figures rounded may not add to 100
** See Appendix 5 for explanation of how the Index Value is obtained.

Quality of Service

Quality of Service was defined as making the rapid transit system as accessible as possible; for example, convenience of transfer to and from the bus system; convenient pedestrian access and reduced travel time.

As seen in Table 7, Quality of Service ranked first as the most important factor when all responses were considered. Table 8 show that 77% of all citizens who responded named this factor as the most important one in choosing an alignment for the rapid transit system.

TABLE 8

IMPORTANCE OF QUALITY OF SERVICE BY AREA

(Percentage Distribution*)

AREA	LEVEL OF IMPORTANCE (%)				TOTAL RESPONSES	
	High	Med.	Low	No Response	N	%
A. Corridor/Downtown	61	14	0	25	28	9
B. Corridor/Mountain	67	10	4	19	110	35
C. Adjacent/Downtown	90	10	0	0	20	6
D. Adjacent/Mountain	75	7	0	18	28	9
E. Other Lower City	86	10	2	2	51	16
F. Other Mountain	93	2	0	5	45	14
G. Other Region	81	10	5	5	21	7
H. Outside Region	86	14	0	0	7	2
Unidentified	100	0	0	0	4	1
TOTAL RESPONSES (N)	243	28	6	37	314	100
PERCENT RESPONSES	77	9	2	12	100	

*Figures rounded, may not add to 100.

The greatest emphasis on this factor came from 93% of those living in the Other Mountain area (F); 90% of those in the Adjacent/Downtown area (C); and 86% of those in the Other Lower City area (E) and Outside Region area (H). Those in areas D, Adjacent/Mountain and G, Other Region shows substantial interest in this factor; 75% and 81% respectively rate it high. Citizens in the corridor were less concerned about Quality of Service; 61% of the Corridor/Downtown (area A) citizens and 67% of the Corridor/ Mountain (area B) citizens rated it high, but these areas showed the greatest non-response rate - 25% and 19% respectively.

Natural Environment

The Natural Environment factor was defined as selecting an alignment that would have the least effect on the soil stability and vegetation of the area, especially on the Escarpment. As shown in Table 7 previously, citizens ranked the Natural Environment as the second most important factor to be considered in selecting an alignment.

Table 9 indicates that 57% of all respondents rated Natural Environment high in important and 79% rated it either medium or high in importance reflecting an overall emphasis on this factor. Those living in area C Adjacent/Downtown placed the greatest importance on it; 70% rated it high.

TABLE 9

IMPORTANCE OF NATURAL ENVIRONMENT BY AREA

(Percentage Distribution*)

AREA	LEVEL OF IMPORTANCE (%)				TOTAL RESPOSES	
	High	Med.	Low	No Response	N	%
A. Corridor/Downtown	58	14	7	21	28	9
B. Corridor/Mountain	58	16	9	17	110	35
C. Adjacent/Downtown	70	15	15	0	20	6
D. Adjacent/Mountain	57	18	4	21	28	9
E. Other Lower City	61	28	6	6	51	16
F. Other Mountain	49	29	5	18	45	14
G. Other Region	57	33	5	5	21	7
H. Outside Region	43	57	0	0	7	2
Unidentified	50	50	0	0	4	1
TOTAL RESPONSES (N)	180	69	22	43	314	100
PERCENT RESPONSES	57	22	7	14	100	

*Figures rounded, may not add to 100.

Traffic Movement

Traffic Movement was defined as maintaining the capacity of the road system; e.g. to minimize the removal of lanes both during construction and when the system is completed. As shown in Table 7, Traffic Movement was ranked third in importance by all respondents. Table 10 below indicates that 51% of respondents rated Traffic Movement high, 28% rate it medium.

Those in Area A: Corridor/Downtown gave least importance to Traffic Movement; only 32% rated it high. Those in Area D: Adjacent/Downtown placed highest importance of any area on Traffic Movement; 65% rated it high in importance.

TABLE 10

IMPORTANCE OF TRAFFIC MOVEMENT BY AREA

(Percentage Distribution*)

AREA	LEVEL OF IMPORTANCE (%)				TOTAL RESPONSES	
	High	Med.	Low	No Response	N	%
A. Corridor/Downtown	32	32	7	29	28	9
B. Corridor/Mountain	55	17	11	17	110	35
C. Adjacent/Downtown	65	25	10	10	20	6
D. Adjacent/Mountain	54	18	7	21	28	9
E. Other Lower City	41	47	6	6	51	16
F. Other Mountain	56	31	9	5	45	14
G. Other Region	57	29	10	5	21	7
H. Outside Region	57	43	0	0	7	2
Unidentified	50	50	0	0	4	1
TOTAL RESPONSES (N)	161	87	27	39	314	100
PERCENT PRESPONSES	51	28	9	12	100	

*Figures rounded, may not add to 100.

Appearance and Views

The Appearance and Views factor was defined as preserving the appearance and views to, from and of the Escarpment. Overall, citizens ranked this factor as fourth in importance in selecting a final alignment (Table 7). Table 11 indicates that 41% of citizens rated Appearance and Views high in importance; and 27% rated it as medium. Citizens residing in Areas A and B, in the rapid transit corridor, rated this factor higher than those in other areas; 57% of citizens from Area A: Corridor/Downtown and 60% of those in Area B: Corridor/Mountain rated it high.

TABLE 11

IMPORTANCE OF APPEARANCE AND VIEWS BY AREA

(Percentage Distribution*)

AREA	LEVEL OF IMPORTANT (%)				TOTAL RESPONSES	
	High	Med.	Low	No Response	N	%
A. Corridor/Downtown	57	18	4	21	28	9
B. Corridor/Mountain	60	16	6	17	110	35
C. Adjacent/Downtown	45	45	10	0	20	6
D. Adjacert/Mountain	29	21	11	39	28	9
E. Other Lower City	49	41	4	6	51	16
F. Other Mountain	47	33	13	7	45	14
G. Other Region	43	29	5	5	21	7
H. Outside Region	43	57	0	0	7	2
Unidentified	75	25	0	0	4	1
TOTAL RESPONSES (N)	160	85	26	43	314	100
PERCENT RESPONSES	51	27	8	14	100	

*Figures rounded, may not add to 100

Cost

Cost was defined as minimizing the cost for the rapid transit construction and to minimize the cost of operation of the total transit system. Table 7 previously indicated that Cost ranked fifth in importance by citizens. When asked how important it is to minimize cost, 50% rated Cost high, and 29% rate it medium in importance. Almost one-quarter of the respondents rated it as low or did not respond at all (see Table 12).

Only 21% of those in Area D: Adjacent/Mountain and 36% of those in Area A: Corridor/Downtown rated Cost high in importance. Sixty percent of those in Area C: Adjacent/Downtown rated it high.

Visual Integration

Visual Integration was defined as ensuring that the system is designed to complement the existing streetscape. Visual Integration was ranked sixth overall by respondents as shown in Table 7 previously. Table 13 indicates that 47% of all respondents rated Visual Integration as high in importance in selecting a final alignment. Emphasis on this factor is stressed most by those in the Corridor (Areas A and B) who will bear the visual impact; 61% of those in Area A and 54% of those in Area B rated Visual Integration high. Only 31% of those in Area F: Other Mountain and 29% of those in Area D: Adjacent/Mountain rated Visual Integration high.

TABLE 12

IMPORTANCE OF COST BY AREA

(Percentage Distribution*)

AREA	LEVEL OF IMPORTANCE (%)				TOTAL RESPONSES	
	High	Med.	Low	No Response	N	%
A. Corridor/Downtwon	36	36	4	25	28	9
B. Corridor/Mountain	58	20	6	16	110	35
C. Adjacent/Downtown	60	20	20	0	20	6
D. Adjacent/Mountain	21	32	21	25	28	9
E. Other Lower City	55	29	8	8	51	16
F. Other Mountain	44	40	9	7	45	14
G. Other Region	48	38	10	5	21	7
H. Outside Region	43	57	0	0	7	2
Unidentified	75	0	0	25	4	1
TOTAL RESPONSES (N)	156	90	27	41	314	100
PERCENT RESPONSES	50	29	9	13	100	

*Figures rounded, may not add to 100.

TABLE 13

IMPORTANCE OF VISUAL INTEGRATION BY AREA

(Percentage Distribution*)

AREA	LEVEL OF IMPORTANCE (%)				TOTAL RESPONSES	
	High	Med.	Low	No Response	N	%
A. Corridor/Downtown	61	11	7	21	28	9
B. Corridor/Mountain	54	29	3	15	110	35
C. Adjacent/Downtown	45	35	15	5	20	6
D. Adjacent/Mountain	29	29	14	29	28	9
E. Other Lower City	51	26	10	14	51	16
F. Other Mountain	31	40	20	9	45	14
G. Other Region	43	43	10	4	21	7
H. Outside Region	57	43	0	0	7	2
Unidentified	50	25	25	0	4	1
TOTAL RESPONSES (N)	148	94	29	43	314	100
PERCENT RESPONSES	47	30	9	14	100	

*Figures rounded, may not add to 100.

Property

Property was defined as a factor having the least loss of land along the alignment and at station locations. All respondents ranked Property as seventh in overall importance (see Table 7). Table 14 shows that only 43% of respondents rated Property high in importance in selecting an alignment. There may be fewer private residential properties on the Corridor/Downtown (Area A) than on the Corridor/Mountain (Area B) and maps used at this stage of the project did not indicate specific streets in the Downtown corridor for alignments: these two facts may account for the fact that only 29% of respondents rated Property high in importance.

TABLE 14

IMPORTANCE OF PROPERTY BY AREA

(Percentage Distribution*)

AREA	LEVEL OF IMPORTANCE (%)				TOTAL RESPONSES	
	High	Med.	Low	No Response	N	%
A. Corridor/Downtown	29	43	7	21	28	9
B. Corridor/Mountain	67	15	6	12	110	35
C. Adjacent/Downtown	40	25	35	0	20	6
D. Adjacent/Mountain	36	18	21	25	28	9
E. Other Lower City	35	41	20	4	51	16
F. Other Mountain	24	51	20	4	45	14
G. Other Region	10	57	29	5	21	7
H. Outside Region	43	29	29	0	7	2
Unidentified	25	25	25	25	4	1
TOTAL RESPONSES (N)	135	97	50	32	314	100
PERCENT RESPONSES	43	31	16	11	100	

*Figures rounded, may not add to 100.

Maps used at this stage of the project did identify specific streets on the Mountain which likely stirred more interest and concern over Property loss along the alignment and at station location. As a result, 67% of those in Area B: Corridor/Downtown rated Property high in importance when selecting a final alignment.

Those farther away from the possible alignments rated Property lower in importance, for example, only 24% of those in Area F: Other Mountain rated it high.

Flexibility

Flexibility was defined as the ease with which the system can be built in stages. Overall, this factor was ranked eighth in importance by all citizens (Table 7). Table 15 shows that 42% of all respondents rated Flexibility high in importance. Only 25% of those in Area A: Corridor/Downtown rated it high; while areas H, E, and F (Outside Region, Other Lower City and Other Mountain) placed greater importance on this factor, 57%, 55% and 53% rated it high respectively.

TABLE 15

IMPORTANCE OF FLEXIBILITY BY AREA

(Percentage Distribution*)

AREA	LEVEL OF IMPORTANCE (%)				TOTAL RESPONSES	
	High	Med.	Low	No Response	N	%
A. Corridor/Downtown	25	39	7	29	28	9
B. Corridor/Mountain	37	32	8	23	110	35
C. Adjacent/Downtown	45	25	30	0	20	6
D. Adjacent/Mountain	36	29	7	29	28	9
E. Other Lower City	55	31	6	8	51	16
F. Other Mountain	53	42	2	2	45	14
G. Other Region	33	52	10	5	21	7
H. Outside Region	57	43	0	0	7	2
Unidentified	50	25	25	0	4	1
TOTAL RESPONSES (N)	132	109	26	47	314	100
PERCENT RESPONSES	42	35	8	15	100	

*Figures rounded, may not add to 100

Regional Growth

Regional Growth was described as assisting the Region to achieve its future land use plans and, as seen in Table 7, was ranked last in importance as a factor in selecting a final alignment. Thirty-four percent of all respondents rated Regional Growth as high, as shown in Table 16. Those farther from the centre of town rated it higher, for example, 57% of those in Area E: Other Lower City rated it high.

TABLE 16

IMPORTANCE OF REGIONAL GROWTH BY AREA

(Percentage Distribution*)

AREA	LEVEL OF IMPORTANCE (%)				TOTAL RESPONSES	
	High	Med.	Low	No Response	N	%
A. Corridor/Downtown	32	32	7	29	28	9
B. Corridor/Mountain	26	36	14	24	110	35
C. Adjacent/Downtown	15	55	30	0	20	6
D. Adjacent/Mountain	29	25	21	25	28	9
E. Other Lower City	51	22	14	14	51	16
F. Other Mountain	44	33	16	7	45	14
G. Other Region	47	29	19	5	21	7
H. Outside Region	14	72	14	0	7	2
Unidentified	25	0	0	75	4	1
TOTAL RESPONSES (N)	106	105	47	56	314	100
PERCENT RESPONSES	34	33	15	18	100	

*Figures rounded, may not add to 100

PUBLIC RESPONSE BY AREA

Citizens in the Corridor/Downtown Area (A)

The most important factor in selecting a final alignment to those citizens residing in the Corridor/Downtown (Area A) is protection of the Natural Environment. They indicate that the Escarpment, soil stability and vegetation should be given highest priority. As shown in Table 17, they ranked three factors equal in importance but second to Natural Environment; these are Quality of Service, Appearance and Views and Visual Integration. Cost was ranked third in importance. Regional Growth, Flexibility and Traffic Movement ranked lowest.

TABLE 17

IMPORTANCE OF EVALUATION FACTORS BY AREA:
CORRIDOR/DOWNTOWN (AREA A)

(Percentage Distribution*, Index** and Rank)

FACTOR	LEVEL OF IMPORTANCE (%)				INDEX**	RANK
	High	Med.	Low	No Response		
Natural Environment	58	14	7	21	66	1
Quality of Service	61	14	0	25	59	2
Appearance and Views	57	18	4	21	59	2
Visual Integration	61	11	7	21	59	2
Cost	36	36	4	25	51	3
Property	29	43	7	21	50	4
Traffic Movement	32	32	7	29	47	5
Regional Growth	32	32	7	29	47	5
Flexibility	25	39	7	29	45	6

Number of responses from Corridor/Downtown = 28 of 314
Percent of total responses received = 9%

*Figures rounded, may not add to 100
**See Appendix 5 for an explanation of how the Index value is obtained

Citizens in the Corridor/Mountain Area (B)

As shown in Table 18, property was ranked highest in importance by citizens living in the Corridor/Mountain (Area B); 67 percent emphasized that the least loss of land along the alignment and at station locations should be given the highest priority in selecting an alignment. Although this factor referred to property loss, citizens also indicated in written comments and at the Open Houses that their concern for property devaluation was included in their response to this factor. Expropriation was a major concern.

Quality of Service ranked second and Visual Integration ranked third. Flexibility and Regional Growth ranked lowest as Table 18 indicates.

TABLE 18

IMPORTANCE OF EVALUATION FACTORS BY AREA:
CORRIDOR/MOUNTAIN (AREA B)

(Percentage Distribution*, Index** and Rank)

FACTOR	LEVEL OF IMPORTANCE (%)				INDEX	RANK
	High	Med.	Low	No Response		
Property	67	15	6	12	261	1
Quality of Service	67	10	4	19	248	2
Visual Integration	54	29	3	15	244	3
Cost	58	22	6	16	242	4
Appearance and Views	60	16	6	17	241	5
Natural Environment	58	16	9	17	236	6
Traffic Movement	55	17	11	17	230	7
Flexibility	37	32	8	23	202	8
Regional Growth	26	36	14	24	179	9

Number of responses from Corridor/Mountain = 110 of 314
Percent of total responses received = 35%

*Figures rounded, may not add to 100
**See Appendix 5 for an explanation of how the Index value is obtained.

One hundred and ten residents of Area B: Corridor/Mountain responded to this study and represented 35% of the total responses received. They formed the largest single response group of the eight areas defined for this study.

Citizens in the Adjacent/Downtown Area (C)

As indicated in Table 19, citizens in the Adjacent/Downtown area (C) indicated Quality of Service to be of greatest importance to them in selecting a final alignment. Ninety-percent rated it high, stressing accessibility, convenience of transfer to and from the bus system, convenient pedestrian access and reduced travel time. Traffic Movement and Cost ranked second and third in importance. Only 15% rated Regional Growth high, making it the least important factor to citizens in this area.

TABLE 19

IMPORTANCE OF EVALUATION FACTORS BY AREA:
ADJACENT/DOWNTOWN (AREA C)

(Percentage Distribution*, Index** and Rank)

FACTOR	LEVEL OF IMPORTANCE (%)				INDEX**	RANK
	High	Med.	Low	No Response		
Quality of Service	90	10	0	0	58	1
Traffic Movement	65	25	10	10	51	2
Cost	60	20	20	0	48	3
Appearance and Views	45	45	10	0	47	4
Visual Integration	45	35	15	5	44	5
Flexibility	45	25	30	0	43	6
Property	40	25	25	0	41	7
Regional Growth	15	55	30	0	26	8

Number of responses from Adjacent/Downtown = 20 of 314
Percent of total responses received = 6%

*Figures rounded, may not add to 100
**See Appendix 5 for explanation of how Index value is received.

Citizens in the Adjacent/Mountain Area (D)

Table 20 indicates that 75% of citizens in Area D, Adjacent/Mountain rated Quality of Service high; this factor ranked first in importance for all respondents in this area. To them, accessibility, convenience of transfer to and from the bus system, convenient pedestrian access and reduced travel time should be given priority in selecting a final alignment. Natural Environment and Traffic Movement ranked second and third. Cost and Appearance and Views ranked as least in importance.

Citizens in Other Lower City Area (E)

Quality of Service far outranked all other factors in importance to respondents in Area E as shown in Table 21; 86% rated it high, indicating the importance of accessibility, convenient transfer to and from the bus system, pedestrian access and reduced travel time. Natural Environment ranked second while Flexibility and Appearance and Views tied for third place. It is noted that Flexibility was ranked highest by citizens from this area and area F. Regional Growth (7th) and Property (8th) ranked least in importance.

TABLE 20

IMPORTANCE OF EVALUATION FACTORS BY AREA:
ADJACENT/MOUNTAIN (AREA D)

(Percentage Distribution*, Index** and Rank)

FACTOR	LEVEL OF IMPORTANCE (%)				INDEX**	RANK
	High	Med.	Low	No Response		
Quality of Service	75	7	0	18	67	1
Natural Environment	57	18	4	21	59	2
Traffic Movement	54	18	7	21	57	3
Flexibility	36	29	7	29	48	4
Property	36	18	21	25	46	5
Regional Growth	29	25	21	25	44	6
Visual Integration	29	29	14	29	44	6
Cost	21	32	21	25	42	7
Appearance and Views	29	21	11	39	39	8

Number of responses received from Adjacent/Mountain = 28 or 314
Percent of total responses received = 9%

*Figures rounded, may not add to 100
**See Appendix 5 for explanation of how Index value is obtained.

TABLE 21

IMPORTANCE OF EVALUATION FACTORS BY AREA:
OTHER LOWER CITY (AREA E)

(Percentage Distribution*, Index** and Rank)

FACTOR	LEVEL OF IMPORTANCE				INDEX**	RANK
	High	Med.	Low	No Response		
Quality of Service	86	10	2	2	143	1
Natural Environment	61	28	6	6	124	2
Flexibility	55	31	6	8	119	3
Appearance and Views	49	41	4	6	119	3
Cost	55	29	8	8	117	4
Traffic Movement	41	47	6	6	114	5
Visual Integration	51	26	10	14	109	6
Regional Growth	51	22	14	14	107	7
Property	35	41	18	6	106	8

Number of responses received from Other Lower City = 51 of 314
Percent of total responses received = 16%

*Figures rounded, may not add to 100
**See Appendix 5 for explanation of how Index value is obtained.

Citizens in the Other Mountain Area (F)

Table 22 shows that 98% of citizens who responded from area F indicated that Quality of Service was the most important factor to be considered, Area F citizens ranked first accessibility, convenience of transfer to and from the bus system, pedestrian access and reduced travel time. Traffic Movement and Flexibility ranked second and third respectively while Property and Visual-Integration ranked lowest.

TABLE 22

IMPORTANCE OF EVALUATION FACTORS BY AREA:
OTHER MOUNTAIN (F)

(Percentage Distribution*, Index** and Rank)

FACTOR	LEVEL OF IMPORTANCE (%)				INDEX**	RANK
	High	Med.	Low	No Response		
Quality of Service	98	2	0	5	128	1
Flexibility	53	42	2	2	111	2
Traffic Movement	54	18	7	21	107	3
Cost	44	40	9	7	100	4
Appearance and Views	47	33	13	7	99	5
Regional Growth	44	33	16	7	97	6
Natural Environment	49	29	5	18	94	7
Property	24	49	22	4	88	8
Visual Integration	31	40	20	9	87	9

Number of responses received from Other Mountain = 45 of 314
Percent of total responses received = 14%

*Figures rounded, may not add to 100
**See Appendix 5 for explanation of how Index value is obtained.

Citizens in Other Region Area (G)

Quality of Service ranked highest in importance to respondents living in other areas of the Region, outside the City of Hamilton as shown in Table 23. Eighty-one percent rated accessibility, convenience of transfer to and from the bus system, convenient pedestrian access, and reduced travel time high in importance. Protection of the Natural Environment and Traffic Movement ranked second and third. Appearance and Views and Property ranked lowest in importance.

TABLE 23

IMPORTANCE OF EVALUATION FACTOR BY AREA:
OTHER REGION (G)

(Percentage Distribution*, Index** and Rank)

FACTOR	LEVEL OF IMPORTANCE (%)				INDEX**	RANK
	High	Med.	Low	No Response		
Quality of Service	81	10	5	5	56	1
Natural Environment	57	33	5	5	51	2
Traffic Movement	57	29	10	5	50	3
Cost	48	38	10	5	48	4
Regional Growth	47	29	19	5	46	5
Flexibility	33	52	10	5	45	6
Visual Integration	43	43	10	4	45	6
Appearance and Views	43	29	5	5	44	7
Property	10	57	29	5	36	8

Number of responses received from Other Region = 21 of 314
Percent of total responses received = 7%

*Figures rounded, may not add to 100
**See Appendix 5 for explanation of how Index value is obtained.

CITIZENS' WRITTEN COMMENTS

The content analysis technique was used to analyze the comments written in on the exit forms and coupons and in letters attached to coupons. The main objections and concerns involved property devaluation, safety (personal, emergency, security), and the appearance of the guideway. Half of the supporting statements said, "Build it now, its long overdue!" Further support came for its potential energy savings.

Comments made most frequently centred on two issues. The greatest number said the system should run east and west to serve the industrial area in order to provide service for industrial workers in the east end. The second main issue was that residential streets should not be used, that commercial streets were more appropriate alignment locations.

Concerning cost, most comments reflected the fear that taxes would be increased to pay for operating costs and that the rapid transit system was an unnecessary expense. Most comments concerning need questioned the need for the system.

Suggestions for the system included integrating it with the bus system, keeping fares reasonable, running full service to serve shift workers and the use of steel guideways. Free ample parking was stressed as necessary.

The comments made regarding regional growth were positive, citing increased access. Comments about construction centred on the importance of minimizing construction impacts.

Those opposed to the rapid transit system said it was not needed, that adding extra buses would be better, and that access to the central business district was satisfactory with the present system. Two people felt the bus system could be improved.

The most frequent general comment was that the rapid transit system should be efficient to maximize use and have the system pay for itself. A number of people expressed their dissatisfaction with the City or Region.

DISCUSSION

Quality of Service was rated as being high in importance by 77% of all respondents. It ranked first over eight other factors, indicating that the respondents in all areas considered it to be the most important factor in selecting a final alignment.

Consideration for the Natural Environment ranked second, reflecting the public's concern about the Escarpment, soil stability and parks and treed areas along the Escarpment.

Traffic Movement ranked third. Respondents emphasized that the removal of traffic lanes both during and after construction was a factor which should receive high priority.

Ranked fourth in importance was the preservation of views to, from and of the Escarpment (Appearance and Views).

Respondents ranked the above four factors as being more important than Cost in selecting a final alignment.

The remaining factors were ranked 6th to 9th. Property was of great concern to those in the Corridor, especially to those in the Mountain Corridor, and of less concern to those living away from the proposed alignments.

Flexibility and Regional Growth as factors may have been less understood and less immediate in concern to the public, resulting in their being ranked 8th and 9th.

Following is a summary of the priorities established by each area. The respondents in the Corridor differed in their responses from all other areas in that they did not rank Quality of Service first. To those in the Corridor/Downtown, the highest priority should be give to the Natural Environment, while to those in the Corridor/Mountain, Property was designated as the most important factor in selecting a final alignment.

AREA	FACTORS AS RANKED		
	First	Second	Third
A. Corridor/Downtown	Natural Environment	Quality of Service	Appearance and Views
B. Corridor/Mountain	Property	Quality of Serivce	Visual Integration
C. Adjacent/Downtown	Quality of Service	Traffic Movement	Cost
D. Adjacent/Mountain	Quality of Service	Natural Environment	Traffic Movement
E. Other Lower City	Quality of Service	Natural Environment	Flexibility
F. Other Mountain	Quality of Service	Flexibility	Traffic Movement
G. Other Region	Quality of Service	Natural Environment	Traffic Movement

All other areas ranked Quality of Service as the most important factor while those in the Corridor ranked it second.

It appears from citizens' comments that to many respondents, the factor Flexibility meant the possibility and potential for expansion of the system. Those in the Other Mountain and Other Lower City areas (E, F) ranked Flexibility second and third in importance which could possibly reflect their interest in having the system expanded to serve their areas.

Traffic Movement, the Natural Environment, Appearance and Views and Visual Integration occurred most frequently in the second and third choices of factors.

URBAN DOCUMENTATION CENTRE
RESEARCH UNIT FOR URBAN STUDIES
McMASTER UNIVERSITY
HAMILTON, ONTARIO

CONCLUSIONS

Sixty-nine percent of all citizens who responded said they were in favour of the rapid transit system indicating substantial support.

The largest, single group of respondents was formed by citizens living in the Corridor/Mountain area (B); this group represented 35% of all respondents. Of those in Area B, 45% support the rapid transit proposal, while 31% are opposed and 24% are undecided.

Overall, Quality of Service was ranked as the most important factor to be considering in the selection of a final alignment leading to the conclusion that citizens emphasize good service, easy access and transfer and reduced travel time. Their concern for the preservation of the Escarpment was ranked second followed by their interest in Traffic Movement, that is, that priority be given to maintaining present traffic lanes.

The Mountain Corridor residents (area B) have shown many concerns about the system; 30% are opposed to it, while 24% are undecided. This area showed considerable resistance to the project in sharp comparison to all other areas. Twenty percent of those in area D, Adjacent/Mountain are also opposed. Further analysis will be done specifically focussing on these areas, in particular Area B, Corridor/Moutain, and appropriate preparations made to respond to their concerns.

We anticipate a much wider and stronger response to the announcement of the four alignments. While the first phase of the information program introduced the project, the second phase pointed out fairly specific alignment impact areas. With phase three, the announcement of the four alignments, rapid transit will become closer to reality, citizens will have had time to consider the project, and specific streets identified are expected to generate even greater interest and response than this past phase.

The next step in obtaining further public response will be to feed back a summary of this report to the public through a newsrelease, to continue with the Community Advisory Committee, to inform the public of the selection of four possible alignments through a newspaper advertisement with a response coupon, and to hold another round of Open Houses. A brochure with a response coupon is also being considered. Through these measures, public response to the four alignments will be solicited and encouraged.

Where Should the Rapid Transit Line Go?

HAMILTON / WENTWORTH

metro canada limited

Hamilton-Wentworth Rapid Transit Project Office

hat is This Project About?

e purpose of this one-year study is to provide the Regional Municipality Hamilton-Wentworth with information on which to base a decision to proceed with the installation of an intermediate capacity rapid transit system (IC/TS) linking downtown and the central Mountain. With the cooperation of the Federal government and interim funding of $3.5 million from Ontario, the Region is directing an examination of a number of possible transit routes to arrive at one which it will consider for implementation. The Region has appointed Council and staff committees to direct the dy and has engaged Metro Canada Limited to carry it out. Metro anada has retained consulting firms to perform specific assignments in eas such as route planning, structural design, environmental assessment d public participation.

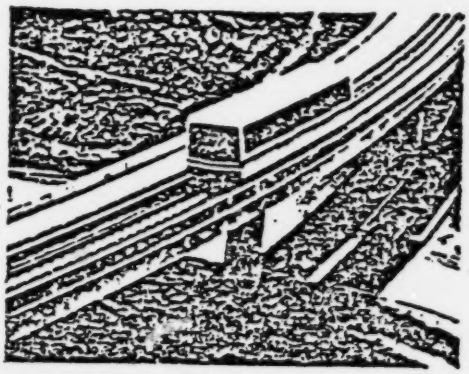
Ignments Under Study

e first phase of the pre-implementation study has been completed. ineering, environmental, planning and social data have been collected d analyzed.

e combined result of these activities has led to the identification of the rnative alignments shown on the map. Each of them has different vantages and disadvantages. The system can be built in stages as cussed below. The next step is to evaluate and analyze each alternative.

ose interested are invited to examine the detailed maps of possible ernatives which will be displayed at the upcoming Open Houses. mments and further suggestions about alignments will be welcomed.

er the public response and further study, four alignments will be osen for more detailed investigation; they will be displayed for ditional public comment in approximately two months.



Choosing an Alignment

What factors are important in choosing the best alignment for the rapid transit line? Please review the following list and then consider how much importance should be given to each.

Quality of Service: make it as accessible as possible, e.g. convenience of transfer to and from bus system, convenient pedestrian access and reduced travel time.

Traffic Movement: maintain the capacity of the road system, e.g. minimize removal of lanes both during construction and when the system is completed.

Flexibility: ease with which the system can be built in stages.

Natural Environment: have the least effect on the soil stability and vegetation of the area especially on the Escarpment.

Appearance and Views: preserve the existing views to, from, and of the Escarpment.

Visual Integration: ensure that the system is designed to complement the existing streetscape.

Property: have the least loss of land along the alignment and at station locations.

Regional Development: assist the Region to achieve its future land use plans.

Cost: minimize the cost for the rapid transit construction and minimize the cost of operation of the total transit system.

Are there any other factors which you think should be added? If so, write them on the coupon or discuss them with staff at the Open House.

Rock Investigation on the Escarpment

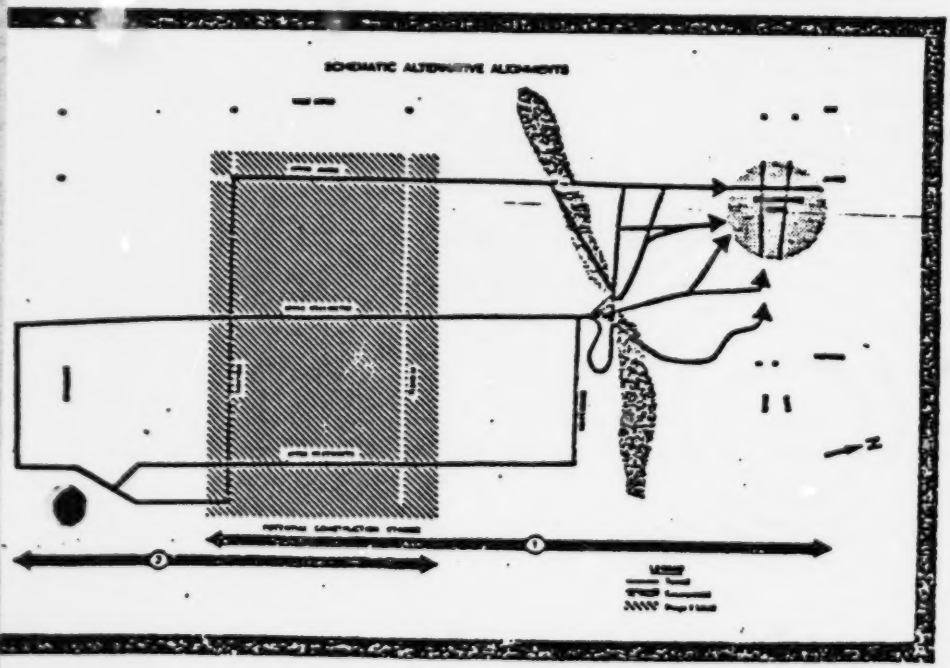
In conducting the pre-implementation study for the Rapid Transit Project, detailed analyses have to be done in order to provide specialists with all necessary technical information required for their tasks. In this instance, a soil survey is needed to identify the movement and depth of the broken rock (talus) at the foot of the escarpment. The survey will generally cover a section of the escarpment extending from James Street to Victoria Avenue. The Trow Group Ltd. of Stoney Creek has been hired to perform this survey. The work consists of drilling bore-holes (3 inch diameter vertical holes) which will be used periodically for insertion of monitoring instruments. To provide desired information, the drilling must be completed before the spring. It is estimated that four weeks should be sufficient to do the drilling. Soil monitoring will be done periodically until the end of June.

How You Can Participate

- Complete and return the attached coupon.
- Visit one of our Open Houses:

Monday, January 26, 1981	Crestwood Vocational School 30 Millwood Place noon - 9 p.m.
Tuesday, January 27, 1981	New Hamilton Public Library 55 York Boulevard noon - 9 p.m.
Wednesday, January 28, 1981	Rapid Transit Project Office 100 Main Street East noon - 9 p.m.

- Please Mr. Bob Brown (523-4213), our Community Information Representative, if you have further questions or your organization is interested in the project. Feel free to visit the Project Office.
- Watch for media coverage and further publications and Open Houses as the study progresses.



What's Important in Choosing an Alignment

Please review this preliminary list of factors and add any which you feel are missing. How important is each of these factors to you? Please check HIGH, MEDIUM, or LOW. If you have any comments on the factors, feel free to write them in.

Factors to Consider	HI	MED	LOW	COMMENTS
Quality of Service	☐	☐	☐	
Traffic Movement	☐	☐	☐	
Flexibility	☐	☐	☐	
Natural Environment	☐	☐	☐	
Appearance and Views	☐	☐	☐	
Visual Integration	☐	☐	☐	
Property	☐	☐	☐	
Regional Growth	☐	☐	☐	
Cost	☐	☐	☐	
Other _____	☐	☐	☐	

- In general, how do you feel about this project?

I support it☐ I am undecided☐ I am opposed☐

- Please tell us where you live so we can sort the replies by area.

Name (if you wish) _____

Address _____

Postal Code _____

PLEASE MAIL WITHIN A WEEK TO MR. BOB BROWN, COMMUNITY INFORMATION REPRESENTATIVE, HAMILTON-WENTWORTH RAPID TRANSIT PROJECT OFFICE, 100 MAIN STREET EAST, CONCOURSE LEVEL, HAMILTON, ONTARIO L8N 3W4.

CUT ON DOTTED LINE

WHAT'S IMPORTANT IN CHOOSING AN ALIGNMENT?

Please review this preliminary list of factors and add any which you feel are missing. How important is each of these factors to you? Please check each as HIGH, MEDIUM, or LOW.

	HIGH	MEDIUM	LOW
Quality of Service: make it as accessible as possible, e.g. convenience of transfer to and from bus system, convenient pedestrian access and reduced travel time.	☐	☐	☐
Traffic Movement: maintain the capacity of the road system, e.g. minimize removal of lanes both during construction and when the system is completed.	☐	☐	☐
Flexibility: ease with which the system can be built in stages.	☐	☐	☐
Natural Environment: have the least effect on the soil stability and vegetation of the area, especially on the Escarpment.	☐	☐	☐
Appearance and Views: preserve the existing views to, from, and on the Escarpment.	☐	☐	☐
Visual Integration: ensure that the system is designed to complement the existing streetscape.	☐	☐	☐
Property: have the least loss of land along the alignment and at station locations.	☐	☐	☐
Regional Development: assist the Region to achieve its future land use plans.	☐	☐	☐
Cost: minimize the cost for the rapid transit construction and minimize the cost of operation of the total transit system.	☐	☐	☐
Other:_____	☐	☐	☐
Other:_____	☐	☐	☐

---

* In general, how do you feel about this project?

  I support it ☐ I am undecided ☐ I am opposed ☐

* Please tell us where you live so we can sort the replies by area:

  Street_____ Postal Code_____ Municipality_____

* If you wish to do so, please fill out the following:

  Name_____

  Do you belong to an organization interested in this project?

  Yes_____ No_____ If Yes, please name the organization.

  _____

  PLEASE PUT IN THE FIRST THREE LETTERS OF YOUR POSTAL CODE. ☐☐☐

APPENDIX 3

STAFF OPEN HOUSE RECORD FORMS SUMMARY

	January 26	January 27	January 28	TOTAL	%
Location					
Mountain	37	26	8	71	57
Lower City	2	18	7	27	22
Outside Hamilton	0	6	1	7	6
Unidentified	8	10	2	20	16
TOTAL	47 (38%)	60 (48%)	18 (14%)	125	100
Support Recorded					
For	12	30	10	52	42
Against	0	1	3	4	3
Not stated	35	29	5	69	55
TOTAL	47	60	18	125	100
Reasons for Support					
Quiet System	1	-	-	1	
It can improve present services	2	-	-	2	
It can connect with "GO"	1	-	-	1	
Access to stations good	1	-	-	1	
Hamilton needs it	1	1	2	4	
Park and ride is good	-	-	1	1	
Serves Limeridge Mall	-	-	1	1	
Likes elevated concept	-	-	2	2	
Functional, good service	-	-	3	3	
Faster Service	-	-	1	1	
Could relieve traffic congestion	-	1	-	1	
Will get me to work downtown	-	3	-	3	
Will take me downtown	-	1	-	1	
In favour of tunnels	-	5	-	5	
My property will increase	-	2	-	2	
TOTAL COMMENTS	6	13	10	29	

Information Requested

Will fares be higher than buses?
Will it be accessible to disabled people?
What will the stations be like?
How will it fit in on the Mountain?
What will it cost?

	January 26	January 27	January 28	TOTAL	
Citizens' Concerns					
It could disturb the historical area on McNab	-	1	-	1	
Do not use residential streets	5	4	-	9	*
Vibration	-	1	2	3	
Protect environment (Sam Lawrence Park, Escarpment)	4	1	1	6	
It could cut off business from street	-	2	-	2	
Construction problems	-	3	-	3	
It will only serve shoppers	-	1	-	1	
No use to Lower City residents	-	1	-	1	
Personal safety & security	1	1	-	2	
Traffic lanes will be lost or traffic impeded.	2	-	1	3	
It is not needed	5	-	1	6	
Visual problems, ugly	10	-	3	13	*
Noise	5	6	6	17	*
Property value decrease	22	6	6	34	*
Cut residential areas up	-	-	1	1	
Expropriation	1	4	3	8	*
Creates slum (against elevated)	1	1	2	4	
Should go to industrial area	5	6	2	13	*
Use express buses instead	-	-	1	1	
Appearance and views impact	8	4	-	12	*
Cost	2	4	-	6	
Durability of guideway	1	-	-	1	
Tunnel will make escarpment unstable	1	-	-	1	
Shadows, loss of sunlight	3	3	-	6	
It's untried	1	-	-	1	
Impact on taxes	2	-	-	2	
Pillars - spacing - impact on houses	4	-	-	4	
Should ratepayers not be able to vote on it?	2	-	-	2	
Won't use it	-	2	-	2	
Routes are not extensive enough	2	1	-	3	
Maintenance yard location	1	-	-	1	
Do not use streets	1	-	-	1	
It will mean extra transferring	1	-	-	1	
TOTAL	90	52	29		

Citizens' Suggestions

Amend Official Plan to promote a better transit system.
Use full-service seven days a week.
Use the most direct route.
Develop east/west road system first.
It should go east on the Mountain
Use James St. as it is already commercial.

APPENDIX 4

EXIT FORM AND COUPONS: CITIZENS' WRITTEN-IN COMMENTS

Route Selection, Service to Areas	Frequency
1. Integration with CBD route alignment most citical.	1
2. Use Claremont Access	1
3. Should also serve/run to east/west	7 *
4. Should service industrial area	21 *
5. Important to link CBD and Limeridge Mall	2
6. Do not use (older) residential areas	7 *
7. Use loop routes	3
8. Connect with "GO" system	1
9. Should have express routes to CBD and industrial area.	1
10. Wellington St. would be cheaper than Upper James	1
11. Integrate with TH & B service	2
12. Will assist Limeridge Mall, a positive	1
13. Should serve airport	1
14. Use commercial streets only	3
15. Use existing rail lines	3
16. Use Upper James	4
17. Use centre of road	1
TOTAL	60

Objections and Concerns	
1. Will affect homes (loss of light, privacy, quiet)	4
2. Will serve only Lower City	2
3. It's unnecessary, will not save time	3
4. Concerned about escarpment stability	2
5. Personal safety, security, emergency service	8 *
6. How does it affect fire protection?	1
7. Do not destroy homes	1
8. It's ugly and noisy	6 *
9. Fear expropriation	2
10. Will drive people from their homes	1
11. Concern about support pillars - obstruction	2
12. Should be all underground	2
13. System has weak points	1
14. Will create shadows, black light	3
15. Will commercialize areas	1
16. Property will lose value	9 *
17. Will encourage slums and vandalism	2
18. Serves only Limeridge Mall	2
19. Negative visual impact	2
20. Cost and safety of tunnels	1
21. Cleanliness	1
22. Location of Maintenance yard	1
23. Impact on transit employees	1
24. This system will destroy the CBD by taking business to Limeridge Mall	1
TOTAL	59

Supporting Statements	Frequency
1. System sounds like a tremendous improvement in travel in city	1
2. Will reduce traffic in CBD	1
3. Build it now - its' long overdue	8 *
4. It will conserve energy	3
5. It is needed, more people will use public transit	1
6. Offers rapid service	1
7. Visual integration factor should not overrule implementation	1
TOTAL	16

Comments re Advertisement	
1. The wording of this ad makes it hard to say that any factor has low priority	1
2. Can't understand map	1
TOTAL	2

Cost	
1. High maintenance costs will increase my taxes	2
2. Rapid transit will increase my taxes	7 *
3. Cost of system too high for such a short-run route	2
4. It is an unnecessary expense	4
5. If cost is affected, scrap the view	1
TOTAL	16

Suggestions for Rapid Transit System	
1. Schedule service to meet needs of shift workers	3 *
2. Use steel guideways	3 *
3. Work at gaining public support	1
4. Integrate with bus service	4 *
5. Keep the public informed	2
6. Run car traffic in tunnels	1
7. Should be accessible to disabled	2
8. Keep fares reasonable	3 *
9. Use landscaping to reduce visual impact	1
TOTAL	20

Need	
1. Is it really needed? Will it be used?	1
2. It could revitalize the CBD	1
3. It is not needed	5 *
TOTAL	7

Suggestions re Stations	
1. Provide toilet facilities	1
2. Provide covered waiting areas	1
3. Provide bicycle parking on Mountain	1
4. Choice of best station locations	2
5. Free parking should be available	5 *
TOTAL	10

Comments re Regional Growth	Frequency
1. Regional growth will be enhanced due to improved access	2
2. Regional co-operation best	2
3. Will make Region more accessible and increase tax dollars.	2
TOTAL	6

Construction Impacts	
1. Construction impacts are expected (inevitable)	2
2. Fear loss of business during construction	1
3. Construction impacts should not cause traffic tie-ups, problems.	4
TOTAL	7

Traffic Impacts	
1. Eliminate through traffic within neighbourhoods	1
2. Traffic movement and flexibility are short term considerations and of little importance.	1
TOTAL	2

Alternatives from Those Opposed to Rapid Transit	
1. Use incline system on Mountain	2
2. Add extra buses and express buses instead of this system.	5 *
TOTAL	7

Comments of Present Bus Service	
1. Bus service down and across Mountain is terrible	1
2. Current transit system not too good now	1
TOTAL	2

General Comments	
1. Sounds like a dream or a white elephant - Hamilton has many white elephants	1
2. Please listen before you destroy this city further	1
3. Protect residential areas	1
4. Maximize use by giving efficient service	6 *
5. Provide free public transit 4-6 p.m.	1
6. Distinguish between short-term and long-term environmental impacts	1
7. Hamilton is known for long delays on projects that are beneficial to our community	1
8. Should be a public vote to decide	1
9. People are darn sick of things being pushed down their throat	1
10. To pay for something I won't be able to use is like many of the extra burdens passed on to the Region	1
11. With the raises the councillors have given themselves, we can't afford it.	1
12. Too many levels of government are involved, decision-making cumbersome as a result	1
13. Its sheer madness	1
TOTAL	18

APPENDIX 5

INDEX VALUE

EXAMPLE: Qaulity of Service (as in Table 7)

1. The raw numbers used are the number of responses received and their totals.

220	of all respondents ranked Quality of Service	HIGH
26	ranked it	MEDIUM
6	ranked it	LOW
32	made no response	
284	TOTAL	

2. To obtain an Index value:

HIGH responses are multiplied by 3 (220 x 3 = 660)
MED. responses are multiplied by 2 (26 x 2 = 52)
LOW responses are multiplied by 1 (6 x 1 = 6)
NO RESPONSES are multiplied by 0 (32 x 0 = 0)

INDEX VALUE for Quality of Service - 718

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2. In the Tables, percentage distribution is shown:

220 HIGH responses = 78% of 284
26 MED. responses = 9% of 284
6 LOW responses = 2% of 284
32 NO RESPONSES = 11% of 284

TOTAL 100%